

HSA 81-043

2 December 1981

MEMORANDUM FOR: Members, User Productivity and Support Working Group

FROM :   
Exec Sec

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SUBJECT : Issues/questions for Working Group IV

Summarized below are the issues to be addressed as described in the strawman working paper and as augmented by Working Group IV's discussion:

## OVERVIEW ISSUE

1. As a group, representing your directorate, please rank the productivity tools and services listed below:

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Computer-Assisted Instruction  
Teleconferencing  
Electronic Mail  
Electronic Blackboards  
Digital voice messaging capabilities  
Voice Command  
Higher order languages/code generators  
Program design languages  
User designable data bases  
Short Response Time  
Automated Consultant  
Special Artificial Intelligence Data  
Bases  
User friendly interfaces  
Access to unclassified and commercial  
Data  
Multi-functional Work Station

Table 1. Productivity tools and services for  
the 1985-1989 time frame.

2. Using this ranking to help focus your attention on the priority items, prepare a written statement of the user productivity and support goals as seen by the Directorate

you represent.

3. Prepare a written statement of any other user productivity and support goals which you believe are appropriate for the Agency.
4. State any assumptions that you have made which are necessary to provide for the goal statements.

#### SPECIFIC ISSUES

##### I. Computer-Assisted Instruction

Issue 1 : Given that in the 1985-89 time frame, the majority of Agency employees will be using a terminal, what are the requirements for developing a CAI system in the Agency?

Issue 2: To what extent do you feel the development of CAI should be centralized/decentralized?

Issue 3: What do you feel would be the appropriate time frame in which CAI should be developed and implemented? Additionally what time frame should the Agency start to specify that large ADP systems contain complete CAI instructional training?

Additional questions identified by the Working Group:

- o What are the desired characteristics of a CAI system (color, graphics, voice, etc.)?
- o Does there currently exist courseware in the market place that you could use? (if yes, identify)
- o Where do you expect to acquire courseware (develop it yourself, internally through offices such as OT&E, or vendors)?
- o What training is not applicable for CAI?
- o What training is applicable - describe those courses that you see would be appropriate for CAI?
- o Where should CAI training be made available (overseas, domestic sites, at home, etc.)?
- o Besides courseware, what other areas could CAI be used

(for example, evaluation to qualify for courses, skills testing, etc.)?

## II. Communication Tools

Issue 1: What are the requirements for such communication tools as teleconferencing, electronic mail, electronic blackboards, voice messaging systems, and other such tools as you can identify them in the 1985-89 time frame?

An approach to responding to this issue was proposed. It was suggested that a matrix of the following two lists be constructed as a method in addressing the requirements for such tools:

COMMUNICATION TOOLS	CONNECTIVITY
<ul style="list-style-type: none"><li>o Electronic Mail<ul style="list-style-type: none"><li>Text</li><li>Graphics</li><li>Voice</li></ul></li><li>o Teleconferencing<ul style="list-style-type: none"><li>real-time</li><li>slow scan tv</li><li>voice</li><li>blackboards</li><li>graphics</li></ul></li><li>o Others that you can identify</li></ul>	<ul style="list-style-type: none"><li>o Office Group</li><li>o Admin Entity</li><li>o Functional Entity</li><li>o Ad Hoc Team</li><li>o Production Flow</li><li>o Program Office - Contractor</li><li>o Field - Headquarters</li><li>o Transaction support (to computers)</li></ul>

## III. Other Productivity Tools

Issue 1: What are the requirements for multi-function workstation, programmer productivity tools, and for AI data bases and other sources of unclassified and /or commercial data in the 1985 - 89 time frame?

## IV. User Support Services

Issue 1: What are the requirements for user support services in your directorate? Would your directorate support prototyping the development of the automated consultant?

The Working Group specified the following additional points to be examined with regard to the above issue:

- o Establishment of a single focal point to provide

assistance for information/problems

- o Directory of local experts (additionally what incentives to be on the list, i.e. language incentive pay)
- o Linking of terminals to enable users to share the same screen of output/input
- o Logging of all terminal transactions/to better identify and resolve problems and for security purposes
- o Standardization of HELP facility/addition of name and phone number
- o Integration of voice and data lines to permit telephone conversations at the terminal
- o Distributed output services - ie. placing output services locally/in addition, tying the courier service into the output service
- o Provide to users an awareness of what various facilities and services are being planned - so that they might be better prepared to use/integrate them into their offices
- o Prioritization of output queues and any other services where there is user contention over resources

If there are any questions, please contact me at

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